

MASTER SOFTWARE LICENSE AGREEMENT

THIS MASTER SOFTWARE LICENSE AGREEMENT ("MSLA") is made as of 03/06/2008 (the "**Effective Date**"), by and between ZOLL Data Systems, Inc., a Delaware corporation with offices at 12202 Airport Way, Suite 300, Broomfield, CO 80021 ("**ZDS**") and the party identified below (the "**Customer**").

Bill To: Leesburg Fire Rescue
Attn. To: Frazier, Jim
Address: 201 S. Canal Street
 Leesburg, FL 34748

Sales Rep: Davis, Phil

Ship To: Leesburg Fire Rescue
Attn. To: Frazier, Jim
Address: 201 S. Canal Street
 Leesburg, FL 34748

Ship Via: FedEx

| Item | Software Description | Qty | List Price | Adj. Price | Ext. Price |
|---|--|-----|------------|--|-------------|
| RescueNet NOMAD | | | | | |
| SPV | RescueNet NOMAD Supervisor Module (Per Site) | 1 | \$2,000.00 | \$2,000.00 | \$2,000.00 |
| NMS | RescueNet NOMAD Mobile License (Per Vehicle) | 10 | \$1,450.00 | \$1,450.00 | \$14,500.00 |
| Implementation - Deployment / Project Management / Other Special | | | | | |
| RNN | RescueNet NOMAD Deployment (Excludes T&E) | 1 | \$4,500.00 | \$4,500.00 | \$4,500.00 |
| PRMH | Project Management | 1 | \$3,000.00 | \$3,000.00 | \$3,000.00 |
| T&E | Travel Expenses (Not to exceed) | 1 | \$2,500.00 | \$2,500.00 | \$2,500.00 |
| | | | | Subtotal: | \$26,500.00 |
| | | | | Tax: | Tax Exempt |
| | | | | TOTAL SOFTWARE & IMPLEMENTATION (EXCL MAINT): | \$26,500.00 |
| | | | | MAINTENANCE FEES: | \$3,300.00 |

Comments: Leesburg will receive the upgrade to Navigator, at no additional cost, when it is available, per the attached Letter of Understanding.

Payment Terms: Customer will pay to ZDS an amount equal to 33% of the TOTAL SOFTWARE & IMPLEMENTATION (EXCL MAINT) amount indicated above on the Effective Date. A second payment equal to 33% of fees shall be paid by Customer no later than one week prior to the installation of Software. The remaining balance will be paid within 30 days of Customer's receipt of ZDS's invoice for such balance, which invoice shall be issued on the earlier of: (a) the Deployment Date, as defined in Section 1.1 of the MSLA; or (b) 6 months from the Effective Date (unless the Software has not been deployed due to a delay caused by ZDS). Any amounts not paid when due may result in the forfeiture of any discounts offered on the Effective Date.

Maintenance Fees: Maintenance is without charge for 90 days from the Deployment Date. Thereafter, Maintenance Fees are 20% of the total combined Services Fees for customization of the Software performed by ZDS pursuant to a Statement of Work (SOW), if any, and the then-current list price for the Software, excluding discounts. Maintenance Fees for third party software are set by the software vendor.

Service Fees: Service Fees are specified in each SOW. Customer will also reimburse ZDS for all reasonable out-of-pocket expenses (including travel and accommodation expenses) incurred by ZDS in providing the Services.

Scope of License: Software licensed on a per site or per user basis as indicated above may not be installed or used at greater than the number of sites indicated or used by more than the number of concurrent users indicated, as applicable.

Tax Exempt Status: If Customer is tax exempt or pays state taxes directly, then prior to invoicing, Customer must provide ZDS with a copy of a current tax exemption certificate issued by Customer's state taxing authority for the given jurisdiction.

Expiration: Agreement expires if not signed by 3/28/2008

The person signing below represents and warrants that she or he has the authority to bind Customer to the terms of this MSLA. By signing below, the parties agree to the terms and conditions of this MSLA. Once signed, any reproduction of this MSLA, or any attachment or exhibit hereto, made by reliable means (for example, photocopy or facsimile) is considered an original and all Software, Services and Maintenance Services ordered and provided under this MSLA will be subject to it.

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ZOLL Data Systems, Inc.

Leesburg Fire Rescue

Signature:

Signature:

Name: Kevin A. Tapply

Name:

Title: Vice President - Sales

Title:

Date:

Date:

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Terms and Conditions

ZDS shall provide Software and perform Maintenance Services and Services from time to time pursuant to this MSLA and any SOW executed by both parties. Each SOW executed by the parties will include, and incorporate therein, the applicable terms and conditions of this MSLA. Except for the execution of SOWs for Services, any different or additional terms of a related purchase order, confirmation or similar form signed by the parties after the date hereof shall have no force or effect.

1. DEFINITIONS.

1.1 "Deployment Date" means the date upon which the deployment of the Software is complete and the Software is able to function as described in the Documentation.

1.2 "Documentation" means the user's manuals provided to Customer along with the Software.

1.3 "Executable Code" means the fully compiled version of a software program that can be executed by a computer and used by an end user without further compilation.

1.4 "Fees" means, collectively, the Software Fees, the Maintenance Fees and the Services Fees.

1.5 "Initial Order" means the written, mutually executed document preceding these terms and conditions.

1.6 "Intellectual Property Rights" means all existing and future worldwide copyrights, trademarks, service marks, trade secrets, patents, patent applications, moral rights, contract rights and other proprietary rights.

1.7 "Maintenance Fees" means ZDS's then-current standard, annual fees for the Maintenance Services.

1.8 "Maintenance Services" means those maintenance and support services to be provided by ZDS to Customer with respect to the Software pursuant to **Section 4** below.

1.9 "Order Form" means a written document mutually agreed to and signed by the parties and made a part of this MSLA, setting forth such additional Software and/or user seats to be provided to Customer under the terms of this MSLA during the Term.

1.10 "Service Fees" means the fees for the provision of Services set forth on the applicable SOW executed by the parties.

1.11 "Services" means those installation, professional and other services and assistance to be provided by ZDS or its subcontractors to Customer as described in this MSLA and any applicable SOW executed by the parties.

1.12 "Software" means the computer software program or programs described in the Initial Order and any Order Form, as well as any modified, updated or enhanced versions of such programs that ZDS may provide to Customer pursuant to the Services and/or Maintenance Services.

1.13 "Software Fees" means ZDS's then-current standard fees for the license of Software set forth in the Initial Order or any subsequent Order Form.

1.14 "Source Code" means the human-readable version of a software program that can be compiled into Executable Code.

1.15 "SOW" means the engagement plan for Services to be performed by ZDS and must be agreed to and signed by both parties before becoming effective.

2. LICENSE GRANT, RESTRICTIONS AND OWNERSHIP.

2.1 Software License Grant. Subject to the terms and conditions of this MSLA, ZDS grants to Customer a perpetual (subject to **Section 11.2**), non-exclusive, non-transferable license to: (a) install and use the Software in Executable Code form only on Licensee's servers and workstations, only for Licensee's internal business purposes, and subject to any limitations specified on the Initial Order; (b) make 1 copy of the Software solely for backup or archival purposes; and (c) copy and reproduce the Documentation provided to Licensee solely for the purposes of facilitating Licensee's use of the Software.

2.2 Restrictions On Use. Except as expressly permitted by this MSLA, Customer shall not, and shall not permit any third party, to: (a) reproduce, modify, adapt, alter, translate, or create derivative works from the Software or the Documentation; (b) merge the Software with other software; (c) sublicense, distribute, sell, use for service bureau use, lease, rent, loan, or otherwise transfer the Software or the Documentation to any third party; (d) reverse engineer, decompile, disassemble, or otherwise attempt to derive the Source Code for the Software, except and only to the extent that such activity is expressly permitted by applicable law notwithstanding this limitation; (e) remove, alter, cover or obfuscate any copyright notices or other proprietary rights notices included in the Software; or (f) otherwise use or copy the Software except as expressly permitted under **Section 2.1**.

2.3 Proprietary Rights. The Software and Documentation, and all worldwide Intellectual Property Rights therein, are the exclusive property of ZDS and its suppliers. All rights in and to the Software not expressly granted to Customer in this MSLA are reserved by ZDS and its suppliers.

2.4 Order Forms. During the Term, Customer may add Software and/or concurrent user licenses under this MSLA by request to ZDS. All such additional Software and licenses shall be set forth in an Order Form. No Order Form shall be valid unless it has been mutually agreed to and signed by authorized representatives of both ZDS and Customer. Neither party shall have any obligation to enter into any Order Form under this MSLA. The terms of this MSLA shall govern any Order Form issued under this MSLA.

3. DELIVERY. ZDS shall deliver the Software and Documentation FOB ZDS's shipping point.

4. SERVICES. If Customer has executed a SOW for the performance of Services, then subject to payment by Customer of the Service Fees in accordance with any payment schedule agreed to by the parties, ZDS will use commercially reasonable efforts to perform the Services in accordance with such SOW and the terms of **Exhibit B**. ZDS shall only be liable for failure to meet time frames or completion dates if such failure is due solely to ZDS's negligence, and its liability will be limited to the Service Fees paid for the deficient Services. If Customer fails to schedule installation within 6 months from the Effective Date, or postpones or cancels a scheduled installation with less than 30 days notice, ZDS may charge, and Customer shall pay, an additional installation fee plus any additional costs incurred as a result. If either party proposes in writing a change to the scope or timing of the Services, the other party will reasonably and in good faith consider and discuss with the proposing party the proposed change and a revised estimate of the costs for such change. If Customer elects to have ZDS develop custom software, Customer agrees that the functionality provided by the custom software is not essential to Customer's use of the Software.

5. MAINTENANCE SERVICES. At its option, Customer may procure Maintenance Services from ZDS on a quarterly basis. Subject to Customer's payment of all applicable Maintenance Fees, ZDS shall provide Customer with those Maintenance Services described in **Exhibit A**. ZDS will provide the Maintenance Services only for the most current release and the immediately preceding major release of the Software. ZDS may elect to cease supporting a platform upon 6 months notice to Customer.

6. FEES AND PAYMENT.

6.1 Software Fees. Customer will pay to ZDS the Software Fees set forth in the Initial Order and any Order Form in accordance with the terms and conditions specified on the order. Except as expressly provided in this MSLA, all Software Fees are non-refundable.

6.2 Maintenance Fees. If Customer elects to procure Maintenance Services from ZDS, then 60 days following the Deployment Date, ZDS will invoice Customer for 1 quarter of Maintenance Services to commence on the date of expiration of the Software Warranty Period (as defined in **Section 7** below). ZDS will invoice Customer on a quarterly basis thereafter for all further Maintenance Fees unless Customer notifies ZDS within 30 days of the end of the then-current Maintenance Services period. ZDS will have no obligation to provide Maintenance Services to Customer if any invoice issued under this **Section 6.2** is past due. If Customer elects to discontinue Maintenance Services at any time, to reinstate Maintenance Services and receive the applicable updates and new releases, Customer must pay the Maintenance Fees for all time periods missed. All Maintenance Fees are non-refundable.

6.3 Service Fees and Expenses. Customer will pay all Service Fees to ZDS in accordance with the payment schedule and terms set forth in the applicable SOW. Unless otherwise provided in the applicable SOW Customer will reimburse ZDS for all reasonable out-of-pocket expenses (including travel and accommodation expenses) incurred by ZDS in providing the Services.

6.4 Payment Terms. Unless otherwise expressly provided in this MSLA or an applicable SOW, Customer will pay ZDS all amounts due under this MSLA within 30 days after the date of the invoice. All payments must be made in U.S. dollars, unless otherwise agreed by the parties. Any amounts not paid when due will accrue interest at the lesser of 1½% per month or the maximum rate permitted by applicable law from the due date until paid. Any amounts not paid when due may result in the forfeiture of any discounts offered on the Effective Date.

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6.5 Taxes. Fees exclude, and Customer will make all payments of the Fees to ZDS free and clear of, all applicable sales, use, and other taxes and all applicable export and import fees, customs duties and similar charges. When applicable, ZDS may include any taxes that it is required to collect as a separate line item on an invoice.

Customer will be responsible for, and will indemnify and hold harmless ZDS from, payment of all such taxes (other than taxes based on ZDS's net income), fees, duties, and charges, and any related penalties and interest, arising from the payment of the Fees or the delivery or license of the Software to Customer.

6.6 Audit Rights. Upon 30 days written notice, ZDS will have the right, during normal business hours, to have an independent audit firm inspect Customer's records relating to Customer's use of the Software to ensure it is in compliance with the terms of this MSLA. The costs of the audit will be paid by ZDS, unless the audit reveals that Customer's underpayment of Fees exceeds 5%. Customer will promptly pay to ZDS any amounts shown by any such audit to be owing (which shall be calculated at ZDS's standard, non-discounted rates) plus interest as provided in **Section6.4** above. Such audits will be conducted no more than once in any period of 12 consecutive months.

6.7 Third Party Fees. Customer is solely responsible for, and none of the fees set forth herein, shall be deemed to cover any amounts owed to third parties in connection with the use of the Software, including without limitation, clearinghouse fees.

7. WARRANTIES.

7.1 Performance. Subject to Customer's payment of the Software Fees, for a period of 90 days after the Deployment Date (the "**Software Warranty Period**"), ZDS warrants that the Software, when installed by ZDS and used as permitted and in accordance with the instructions in the Documentation, will operate substantially as described in the Documentation. ZDS does not warrant the Customer's use of the Software will be error-free or uninterrupted. ZDS will, at its own expense and as its sole obligation and Customer's exclusive remedy for any breach of this warranty, use commercially reasonable efforts to correct any reproducible error in the Software reported to ZDS by Customer in writing during the Software Warranty Period. Any such error correction provided to Customer will not extend the original Software Warranty Period.

7.2 Services. ZDS warrants that any Services provided to Customer will be performed with due care in a professional and workmanlike manner. ZDS shall, as its sole obligation and Customer's sole and exclusive remedy for any breach of the warranty set forth in this **Section7.2**, re-perform the Services which gave rise to the breach or, at ZDS's option, refund the Services Fees paid by Customer for the Services which gave rise to the breach; provided that Customer notify ZDS in writing of the breach within 30 days following performance of the defective Services, specifying the breach in reasonable detail.

7.3 Disclaimers. The express warranties in this **Section7** are in lieu of all other warranties, express, implied, or statutory, regarding the Software, Services and Maintenance Services, and ZDS expressly disclaims all other warranties, including any warranties of merchantability, fitness for a particular purpose, title, and non-infringement of third party rights. Customer acknowledges that it has relied on no warranties other than the express warranties provided herein and that no warranties are made herein by any of ZDS's suppliers.

8. INFRINGEMENT CLAIMS. ZDS will defend at its own expense any action against Customer brought by a third party alleging that the Software infringes any U.S. patents or any copyrights or misappropriates any trade secrets of a third party, and ZDS will pay those costs and damages finally awarded against Customer in any such action that are specifically attributable to such claim or those costs and damages agreed to in a monetary settlement of such action. The foregoing obligations are conditioned on Customer: (a)notifying ZDS promptly in writing of such action; (b)giving ZDS sole control of the defense thereof and any related settlement negotiations; and (c)cooperating and, at ZDS's request and expense, assisting in such defense. If the Software becomes, or in ZDS's opinion is likely to become, the subject of an infringement claim, ZDS may, at its option and expense, either: (i)procure for Customer the right to continue using the Software; (ii)replace or modify the Software so that it becomes non-infringing; or (iii)accept return of the Software, terminate this MSLA, in whole or in part, as appropriate, and refund Customer the Software Fees paid for such Software upon such termination, computed according to a 36 month straight-line amortization schedule beginning on the Effective Date. Notwithstanding the foregoing, ZDS will have no obligation under this **Section8** or otherwise with respect to any infringement claim based upon: (w)any use of the Software not in accordance with this MSLA; (x)any use of the Software in combination with products, equipment, software, or data not supplied by ZDS if such infringement would have been avoided but for the combination with other products, equipment, software or data; (y)any use of any release of the Software other than the most current release made commercially available by ZDS; or (z)any modification of the Software by any person other than ZDS or its authorized agents or subcontractors. This **Section8** states ZDS's entire liability and the Customer's exclusive remedy for any claims of infringement.

9. LIMITATION OF LIABILITY. ZDS's total cumulative liability in connection with any Software, Services or Maintenance Services provided under this MSLA or any SOW, whether in contract, tort or otherwise, will not exceed the amount of fees paid to ZDS under this MSLA during the 12 month period preceding the events giving rise to such liability. In no event will ZDS be liable for any consequential, indirect, exemplary, special, or incidental damages, including without limitation any lost data, lost profits and costs of procurement of substitute goods or services, arising from or relating to the MSLA or any SOW, however caused and under any theory of liability (including negligence), even if ZDS has been advised of the possibility of such damages. Customer acknowledges that the Fees reflect the allocation of risk between the parties and that ZDS would not enter into the MSLA or any SOW without these limitations on ZDS's liability. In addition, ZDS disclaims all liability of any kind of its suppliers.

10. CONFIDENTIALITY.

10.1 Confidential Information. Each party (the "**Disclosing Party**") may from time to time disclose to the other party (the "**Recipient**") certain information regarding the business of the Disclosing Party and its suppliers, including technical, marketing, financial, employee, planning, and other confidential or proprietary information that is marked or identified as confidential, or disclosed under circumstances that would lead a reasonable person to believe such information is confidential ("**Confidential Information**"). The Software, including without limitation any routines, subroutines, directories, tools, programs, or any other technology included therein, shall be considered ZDS's Confidential Information. The Recipient will not use any Confidential Information of the Disclosing Party for any purpose not expressly permitted by the MSLA, and will disclose the Confidential Information of the Disclosing Party only to the employees or contractors of the Recipient who have a need to know such Confidential Information for purposes of the MSLA and who are under a duty of confidentiality no less restrictive than the Recipient's duty hereunder. The Recipient will protect the Disclosing Party's Confidential Information from unauthorized use, access, or disclosure in the same manner as the Recipient protects its own confidential or proprietary information of a similar nature and with no less than reasonable care.

10.2 Exceptions. The Recipient's obligations under **Section10.2** with respect to any Confidential Information of the Disclosing Party will terminate if such information: (a)was already known to the Recipient at the time of disclosure by the Disclosing Party; (b)was disclosed to the Recipient by a third party who had the right to make such disclosure without any confidentiality restrictions; (c)is, or through no fault of the Recipient has become, generally available to the public; or (d)was independently developed by the Recipient without access to, or use of, the Disclosing Party's Confidential Information. In addition, the Recipient will be allowed to disclose Confidential Information of the Disclosing Party to the extent that such disclosure is: (i)approved in writing by the Disclosing Party; (ii)necessary for the Recipient to enforce its rights under the MSLA or an SOW in connection with a legal proceeding; or (iii)required by law or by the order of a court of similar judicial or administrative body; *provided* that the Recipient notifies the Disclosing Party of such required disclosure promptly and in writing and cooperates with the Disclosing Party, at the Disclosing Party's request and expense, in any lawful action to contest or limit the scope of such required disclosure.

10.3 Authority to Disclose Confidential Information. Prior to making any disclosure to ZDS of private patient information, Customer represents that it has obtained, in accordance with federal, state and local laws relating to the privacy of patient health information, including but not limited to the Health Insurance and Portability and Accountability Act of 1996 and regulations, and guidelines related thereto, a properly executed, written authorization from each of its patient or the patient's authorized representative documenting the patient's express written consent to enable the disclosure by Customer to ZDS of protected health information.

11. TERM AND TERMINATION.

11.1 Term. The term of this MSLA will begin on the Effective Date and will continue until terminated by either party as provided in **Section11.2** (the "**Term**"). The term for each SOW will be set forth in the applicable SOW unless terminated pursuant to **Section11.2**.

11.2 Termination. Either party may terminate this MSLA and all Statements of Work or terminate a particular SOW, as applicable, if the other party breaches any material provision of the MSLA or an SOW and does not cure such breach within 30 days after receiving written notice thereof.

11.3 Effects of Termination. Upon termination or expiration of the MSLA for any reason: (a)any amounts owed to ZDS under this MSLA and all Statements of Work

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before such termination or expiration will be immediately due and payable; (b)all licensed rights granted in the MSLA will immediately cease to exist; (c)Customer must promptly discontinue all use of the Software, erase all copies of the Software from Customer's computers and the computers of its customers, and return to ZDS or destroy all copies of the Software and Documentation on tangible media in Customer's possession; and (d)each party shall promptly discontinue all use of the other party's Confidential Information, and return to the other party or, at the other party's option, destroy, all copies of any such Confidential Information in tangible or electronic form. If ZDS terminates an SOW for cause, such termination will have no effect upon any other Statements of Work that may be in effect unless ZDS terminates the MSLA for cause.

11.4 Survival. Sections 1, 2.2, 6.4, 6.5, 6.6, 7.3, 8, 9, 10, 11.3, 11.4 and 12, together with any accrued payment obligations, will survive expiration or termination of the MSLA for any reason.

12. GENERAL.

12.1 Compliance with Laws. Customer will comply with all applicable export and import control laws and regulations in its use of the Software. Customer will defend, indemnify, and hold harmless ZDS from and against any violation of such laws or regulations by Customer or any of its agents, officers, directors, or employees.

12.2 Assignments. Customer may not assign or transfer, by operation of law or otherwise, any of its rights under the MSLA or any SOW (including its licenses with respect to the Software) to any third party without ZDS's prior written consent. Any attempted assignment or transfer in violation of the foregoing will be null and void. ZDS shall have the right to assign this MSLA or any SOW to any successor to its business or assets to which this MSLA relates, whether by merger, sale of assets, sale of stock, reorganization or otherwise.

12.3 Force Majeure. Neither party shall be liable hereunder by reason of any failure or delay in the performance of its obligations hereunder (except for the payment of money) on account of strikes, shortages, riots, insurrection, fires, flood, storm, explosions, acts of God, war, governmental action, labor conditions, earthquakes, material shortages or any other cause which is beyond the reasonable control of such party.

12.4 U.S. Government End Users. If Customer is a branch or agency of the United States Government, the following provision applies. The Software and Documentation are comprised of "commercial computer software" and "commercial computer software documentation" as such terms are used in 48 C.F.R. 12.212 (SEPT 1995) and are provided to the Government (i) for acquisition by or on behalf of civilian agencies, consistent with the policy set forth in 48 C.F.R. 12.212; or (ii) for acquisition by or on behalf of units of the Department of Defense, consistent with the policies set forth in 48 C.F.R. 227.7202-1 (JUN 1995) and 227.7202-3 (JUN 1995).

12.5 Notices. All notices, consents, and approvals under the MSLA and Statements of Work must be delivered in writing by courier, by electronic facsimile (fax), or by certified or registered mail, (postage prepaid and return receipt requested) to the other party at the address set forth on the cover page of the MSLA, and will be effective upon receipt or 3 business days after being deposited in the mail as required above, whichever occurs sooner. Either party may change its address by giving notice of the new address to the other party in writing.

12.6 Governing Law and Venue. This MSLA and all Statements of Work will be governed by and interpreted in accordance with the laws of the State of Colorado, without reference to its choice of laws rules. Any action or proceeding arising from or relating to this MSLA or any SOW shall be brought in a federal or state court in Denver, Colorado, and each party irrevocably submits to the jurisdiction and venue of any such court in any such action or proceeding.

12.7 Waivers; Severability. All waivers must be in writing. Any waiver or failure to enforce any provision of the MSLA or an SOW on one occasion will not be deemed a waiver of any other provision or of such provision on any other occasion. If any provision of the MSLA or an SOW is unenforceable, such provision will be changed and interpreted to accomplish the objectives of such provision to the greatest extent possible under applicable law and the remaining provisions will continue in full force and effect. Without limiting the generality of the foregoing, Customer agrees that **Section9** will remain in effect notwithstanding the unenforceability of any provision in **Section7**.

12.8 No Agency. Nothing contained herein shall be construed as creating any agency, partnership or other form of joint enterprise between the parties.

Entire MSLA. This MSLA, together with any exhibits hereto, constitutes the entire agreement between the parties regarding the subject hereof and supersedes all prior or contemporaneous agreements, understandings, and communication, whether written or oral. This MSLA shall not be modified except by a subsequently dated written amendment signed on behalf of ZDS and Customer by their duly authorized representatives.

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Exhibit A
MAINTENANCE SERVICES**1. Definitions.** Capitalized terms used but not defined in the MSLA shall have the meanings set forth in this **Section 1**:

1.1 "Designated Interface" shall mean the contact person or group designated by Customer and agreed to by ZDS who will coordinate all Maintenance Services requests by Customer.

1.2 "Error" shall mean a reproducible defect in the Supported Program when operated on a Supported Environment, which causes the Supported Program not to operate substantially in accordance with the Documentation.

1.3 "Resolution" shall mean a modification or workaround to the Supported Program and/or Documentation and/or other information provided by ZDS to Customer intended to resolve an Error.

1.4 "Emergency Support Hours" shall mean 24 hours a day, 7 days a week.

1.5 "Business Hours" shall mean 6 a.m. to 6 p.m., Monday to Friday (Mountain Time).

1.6 "Supported Environment" shall mean any hardware and operating system platform which ZDS supports for use with the Supported Program.

1.7 "Supported Program" shall mean the current version of the Software, for which Customer has paid the then-current Maintenance Fees.

1.8 "Update" means a subsequent release of the Software which ZDS generally makes available for Software licensees at no additional license fee other than shipping and handling charges, provided Customer has paid the Maintenance Fees for such licenses for the relevant time period. Update shall not include any release, option or future product which ZDS licenses separately.

2. Maintenance Services Provided.**2.1 Telephone Support.**

(a) Emergency Support. ZDS will provide telephone support to the Designated Interface during the Emergency Support Hours to address Errors that prevent Customer from using the RescueNet Dispatch program for a purpose for which the user has an immediate need (e.g., all users unable to login to the system constitutes an emergency versus a single user's inability to login, which does not constitute an emergency because there is an acceptable workaround available, logging in under a different account).

(b) Technical Support. ZDS will provide telephone support to the Designated Interface during the Business Hours to address all other Errors relating to software. Such telephone support will include the following:

- (i) Clarification of functions and features of the Supported Program;
- (ii) Clarification of the Documentation;
- (iii) Guidance in operation of the Supported Program;
- (iv) Assistance in identifying and verifying the causes of suspected Errors in the Supported Program; and
- (v) Advice on bypassing identified Errors in the Supported Program, if reasonably possible.

ZDS shall use commercially reasonable efforts to provide a Resolution to the Supported Program. ZDS will acknowledge each Customer report of an Error by written acknowledgment, in electronic form, setting forth a Service Request number (SR#) for use by Customer and ZDS in all correspondence relating to such Error to track the Error until it is resolved.

2.2 Travel and Other Expenses. Maintenance Services provided hereunder shall be provided at ZDS's principal place of business, or at Customer's location at ZDS's expense, as determined in ZDS's sole discretion. Should Customer request that ZDS send personnel to Customer's location to resolve any Error in the Supported Program, ZDS may charge Customer for reasonable travel, meals and lodging expenses. Under such circumstances, ZDS may also charge Customer for actual costs for supplies and other expenses reasonably incurred by ZDS, which are not of the sort normally provided or covered by ZDS, provided that Customer has approved in advance the purchase of such supplies and other expenses. If Customer so requires, ZDS shall submit written evidence of each expenditure to Customer prior to receiving reimbursement of such costs and expenses.

2.3 Exceptions. ZDS shall have no responsibility under this MSLA to fix any Errors arising out of or related to the following causes: (a) Customer's modification or combination of the Supported Program (in whole or in part), (b) use of the Supported Program in an environment other than a Supported Environment; or (c) accident; unusual physical, electrical or electromagnetic stress; neglect; misuse; failure or fluctuation of electric power, air conditioning or humidity control; failure of media not furnished by ZDS; excessive heating; fire and smoke damage; operation of the Supported Program with other media and hardware, software or telecommunication interfaces not meeting or not maintained in accordance with the manufacturer's specifications; or causes other than ordinary use. Any corrections performed by ZDS for such Errors shall be made, in ZDS's reasonable discretion, at ZDS's then-current time and material charges.

3. Updates. ZDS will provide Updates for the Supported Programs as and when developed for general release in ZDS's sole discretion. Each Update will consist of a set of programs and files made available on machine-readable media and will be accompanied by Documentation adequate to inform Customer of the problems resolved and any significant operational differences resulting from installing the Update. Unless otherwise agreed by the parties, Customer will be solely responsible for the installation of any Updates in accordance with the Documentation and the installation instructions provided by ZDS to Customer. If Customer requests the ZDS install updates, such Services shall be subject to an SOW executed by the parties.

4. Customer Responsibilities.

4.1 Designated Interface. Only individuals who have been trained with respect to the Supported Programs shall serve as the Designated Interface with ZDS for the Maintenance Services provided hereunder.

4.2 Access to Personnel and Equipment. Customer shall provide ZDS with access to Customer's personnel and its equipment during Support Hours. This access must include the ability to remotely access the equipment on which the Supported Programs are operating and to obtain the same access to the equipment as those of Customer's employees having the highest privilege or clearance level. ZDS will inform Customer of the specifications of the remote access methods available and associated software needed, and Customer will be responsible for the costs and use of said equipment.

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**Exhibit B
SERVICES**

1. **DEFINITIONS.** Capitalized terms used in this **Exhibit B** but not defined in the MSLA shall have the meanings set forth herein.

2. **SERVICES.**

2.1 **ZDS Obligations.** ZDS agrees to provide the Services as more specifically described in, and in accordance with, any SOW executed under the MSLA.

2.2 **Customer's Obligations.**

(a) Access. Customer shall at its own expense provide or make available to ZDS access to the Customer's premises, systems, telephone, terminals and facsimile machines and all relevant information, documentation and staff reasonably required by ZDS to enable ZDS to perform the Services.

(b) Maintenance of Access Conditions. Customer is responsible for maintaining the conditions of access specified in clause 2.2(a) above and the SOW. ZDS may suspend its obligations during such period that such conditions of access are not maintained and Customer agrees to reimburse ZDS for any reasonable costs incurred as a result of such suspension at its then current time and materials rates.

(c) Other Obligations. Customer agrees to perform its obligations hereunder (including the SOW) in a timely manner and shall co-operate and provide ZDS with requested information to enable ZDS to perform the Services. To the extent that ZDS is performing work in accordance with specifications provided by Customer, Customer shall be solely responsible for compliance with all laws and regulations.

3. **EXTENSION OF TIME.**

3.1 **Delay.** Customer acknowledges that time frames and dates for completion of the Services as set out in the SOW are estimates only and the ability to meet them is influenced by a range of factors including: (a) the developing nature of the scope of work; (b) the performance of third party contractors involved in the process; (c) the contribution of resources by the Customer; and (d) times of response by and level of co-operation of Customer. Obligations as to time are therefore on a "reasonable efforts" basis only and ZDS shall not be liable for failure to meet time frames or completion dates unless that is due to negligence of ZDS.

3.2 **Changes.** Customer understands that ZDS's performance is dependent in part on Customer's actions. Accordingly, any dates or time periods relevant to performance by ZDS hereunder will be appropriately and equitably extended to account for any delays resulting from changes due to Customer's acts or omissions. If either party proposes in writing a change to the scope or timing of the Services, the other party will reasonably and in good faith consider and discuss with the proposing party the proposed change and a revised estimate of the costs for such change.

3.3 **Notification.** Where in ZDS's reasonable opinion there is likely to be a delay in the provision of Services under any SOW because of a cause beyond the reasonable control of ZDS (including default or delay of Customer in performing its obligations), ZDS will: (a) notify Customer of the circumstances of the delay; (b) give details of the likely effect of the delay and develop, at the Customer's expense, a strategy to manage the consequences of the delay; (c) request a reasonable extension of time; and (d) submit to Customer a statement of the variations to the SOW resulting from the delay.

4. **ACCEPTANCE.** Without limiting any applicable warranties set forth in the MSLA, the Services will be deemed accepted upon performance and any Deliverables (as defined in **Section 5.2** below) delivered pursuant to an SOW will be deemed accepted upon delivery.

5. **OWNERSHIP AND LICENSE.**

5.1 **Ownership.** ZDS shall retain all right, title and interest in and to: (a) all software, tools, routines, programs, designs, technology, ideas, know-how, processes, techniques and inventions that ZDS makes, develops, conceives or reduces to practice, whether alone or jointly with others, in the course of performing the Services; (b) all enhancements, modifications, improvements and derivative works of the Software and of each and any of the foregoing; and (c) all Intellectual Property Rights related to each and any of the foregoing (collectively, the "**ZDS Property**").

License. Provided that Customer is not in breach of any material term of the MSLA or any SOW, ZDS grants Customer a non-exclusive, non-transferable license, without rights to sublicense, to use the ZDS Property that is incorporated into deliverables delivered pursuant to an SOW (each, a "**Deliverable**"), solely for Customer's own internal business purposes in connection with the use of the Deliverable and the Software and solely for so long as the licenses to the Software granted pursuant to the MSLA remain in effect.

MASTER SOFTWARE LICENSE AGREEMENT

Exhibit C
NOMAD MAP SPECIFIC TERMS

1. TERMS RELATING TO NAVTEQ DATA

The data ("Data") is provided for your personal, internal use only and not for resale. It is protected by copyright and is subject to the following terms and conditions which are agreed to by you, on the one hand, and ZOLL Data Systems, Inc. ("ZDS") and its licensors (including their licensors and suppliers) on the other hand.

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Warning. The Data may contain inaccurate or incomplete information due to the passage of time, changing circumstances, sources used and the nature of collecting comprehensive geographic data, any of which may lead to incorrect results.

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CONTRACTOR (MANUFACTURER/SUPPLIER) NAME. NAVTEQ

CONTRACTOR (MANUFACTURER/SUPPLIER) ADDRESS: 222 Merchandise Mart Plaza, Suite 900, Chicago, Illinois 60654

This Data is a commercial item as defined in FAR 2.101 and is subject to the ZOLL Data Systems MSLA under which this Data was provided.

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MASTER SOFTWARE LICENSE AGREEMENT

Exhibit C
NOMAD MAP SPECIFIC TERMS (Continued)

2. TERMS RELATING TO TELE ATLAS DATA (Licensed by Tele Atlas North America, Inc. ("TANA")).

(i) The following terms govern your use and rights relating to the Tele Atlas Data:

a. Restrictions: For your internal use only by your business using executable code only.

b. Prohibitions:

- (b) Operating of a service bureau or any other use involving the processing of data of other persons or entities.
- (c) Use of the licensed products with software other than the ZDS licensed Software.
- (d) Use of the licensed products other than on a single CPU at any one time.
- (e) Transfer of the licensed products except for temporary transfer in the event of computer malfunction.
- (f) Assignment, time-sharing, lending or leasing, or rental of the licensed products except for a single archival copy; your reasonable back up copies are permitted.
- (g) Removal or obscuring of any copyright, trademark notice or restrictive legend.
- (h) Modification or creation of derivative works of the licensed products.

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